

EFFECTIVE

June 1, 2006.

SUBJECTS

1. New Policy Item - Child Welfare Complaint Resolution Process
2. Updated Policy Items
3. Terminology Updates

**1) COMPLAINT
RESOLUTION
PROCESS****SRM 133**

This new item clarifies procedures used to resolve child welfare complaints that are accepted for investigation by the Office of the Family Advocate (OFA) and the roles of various offices:

- Office of the Family Advocate
- Program office
- Regional Service Delivery Centers and Wayne County Children and Family Services Administration
- Local office staff

Reason: Policy is added to reflect L-05-023 (local office letter) as revised 06/13/2005.

**OFA Request for
Case Files**

Policy now outlines local office procedures and timeframes involved when the Office of the Family Advocate requests a case file from a local office.

**2) UPDATED
POLICY ITEMS
Confidentiality****SRM 131**

Policy is updated to reflect procedures used by the Office of the Family Advocate, Regional Service Delivery Center, Wayne County Children and Family Services Administration, and local office staff to respond to requests for the release of specified information from child protective services records.

Reason: Changes to Child Protection Law.

**Department
Response to the
Office of the
Children's
Ombudsman**

SRM 132

Procedures followed by local office staff when responding to a request from the Office of Children's Ombudsman, Office of the Family Advocate, program office, regional service delivery centers, and Wayne County Children and Family Services Administration are revised.

Reason: Recent changes to The Children's Ombudsman Act and the Memorandum of Understanding between Office of the Family Advocate and the Office of Children's Ombudsman.

3) TERMINOLOGY UPDATES

Terminology is updated in the remaining SRM items. Updates include customer to client, FIA to DHS, Family Independence Agency to Department of Human Services, Zone Office to Regional Service Delivery Center, etc. During this review, it was discovered that policy in some items also needs to be revised. This will take place with the next release of the manual.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Added Items ...

**SRG GLOSSARY
SRM 133**

Changed Items (content changes) ...

**SRM 101
SRM 111
SRM 121
SRM 131
SRM 132
SRM 142
SRM 151
SRM 152
SRM 161
SRM 171
SRM 172
SRM 173
SRM 181
SRM 192
SRM 193
SRM 194
SRM 220
SRM 230
SRM 234
SRM 240
SRM 265**

Deleted Items ...

SRM 191